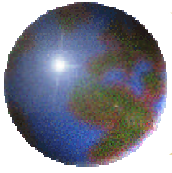# *Virtual Classroom*

What this would mean for FSA...

What are the business challenges?
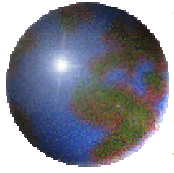
- Questions to ask?
    - What need are we trying to address?
    - Who would use a virtual classroom?
    - Should we pursue this further?

- Drivers for consideration:
    - Time
    - Cost
    - Quality

What is a Virtual Classroom?

A virtual classroom is a web-based tool that enables participants and instructors to share information from different locations. As a training tool it is similar to classroom training, without the travel time and expense.
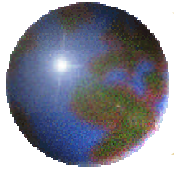
A virtual classroom applies a different delivery strategy to the classroom instructional strategy:

Delivery Strategy: *medium* through which information is presented

- Classroom
- Videoconference
- Computer-based/web-based
- Self-paced

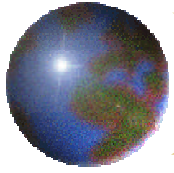**Instructional Strategy:** *method* by which information is organized and learned

- Lecture
- Case study
- Simulation
- Book

Types of Virtual Classrooms

Virtual Classrooms take many forms depending on the size of the audience and the level of interactivity required:

- **Small Meeting:** allows small groups of 2-10 people to share and develop ideas with a lot of interaction of applications, documents and audio.

- **Training Class:** intended for instructional events, the training class usually consists of 5-50 participants who interact using presentations, live discussion, Q&A, text chat and breakout rooms.

- **Seminar:** similar to a video-conference, a seminar is an educational or informational event where information is presented to several hundred people with some response from the audience in the form of Q&A

- **Webcast:** mostly informational, the webcast may share information with several thousand people with little, if any, audience response
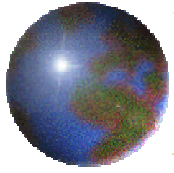
Features and Requirements

- Sample Features
  - Presentations
  - Audio and/or video (Internet VoIP or telephone)
  - Live questions and answers
  - Application sharing for system walkthroughs
  - Electronic whiteboards
  - Text-based chat
  - Breakout rooms
  - Real time quiz
  - Audience polling
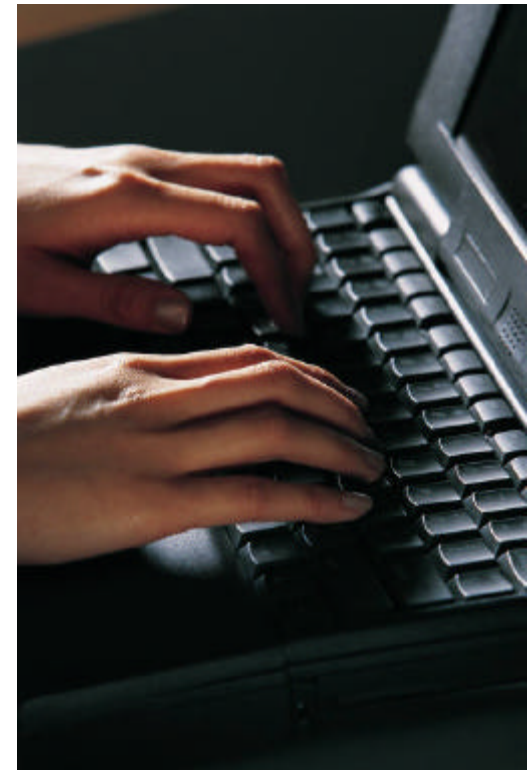 - Record and playback of the session
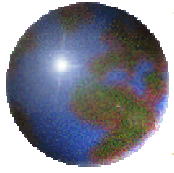
- *What are FSA's Requirements???*

Potential Uses by FSA?

- Training Classes (both external and internal)
- Career Zone and CZ Tech regional training
- System Training and walkthroughs
- Refresher training
- Videoconferences
- Internal Presentations including regional staff such as an All Hands Meeting
- Project kick off meetings
- Small group working meetings
- Focus groups
- Recording experts for future reference
- Brainstorming, feedback and knowledge sharing sessions

Benefits and Constraints

Virtual classrooms increase accessibility and service while lowering the costs to deliver training and information to internal and external audiences.

- Reduce Costs
  - Reduce travel costs
  - Reusable IT platform
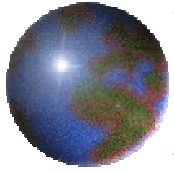 - Reduce labor associated with number of sessions and travel time
- Increase Customer Satisfaction
  - Increase accessibility of training to schools for participants who won't or can't afford to travel
  - Review recorded sessions for refresher training or missed classes
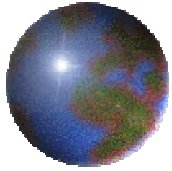 - Access "live" experts via real-time Q&A
- Increase Employee Satisfaction
  - Reduce travel for staff
  - Engage regional staff in meetings and training

Virtual classrooms still have some of the same constraints as regular classroom training including the availability of instructors and limits to class sizes for effective learning.

When is Virtual Classroom Not the Best Choice?

- Extensive system training where participants need hands-on attention
- Technical constraints (connectivity, incompatibility)
- Audiences who are not computer savvy
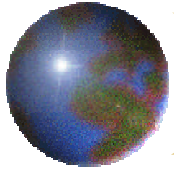- Relationship building and social interaction

Sample Business Case

- **FSA 2002 Financial Management Training Course**: FSA trained 1963 people by classroom training from Oct 01 – Feb 02. Each class was led by 1 FSA and 1 Operating Partner instructor.

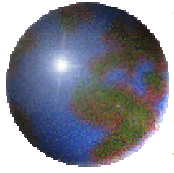|	Classroom (actual costs)	Virtual Classroom (est. costs)
# sessions	75	38 (half as many sessions)
# instructors	150 (2 instructors per session)	75 (2 instructors per session)
# months to deliver training	5	2.5
Travel Cost	$102,000	$0
IT Costs	$0	$100,000 (one time cost, reusable for other courses)
Ongoing support	Phone, email	Online walkthroughs, recordings, phone, email

- **Total Savings per year (illustrative)**

	Classroom	Virtual Classroom
# participants	10,000	10,000
# courses	8	8
Total Travel Costs	$800,000 (8 x $100,000 per course)	$0
Total IT Costs	$0	$300,000
Total Savings	**$500,000** plus labor savings from reduced travel and reduced course delivery time	

Demo

- Training Planning Meeting

- Systems Training Example

- Classroom Training Example

Next Steps if We Decide to Proceed...

- Decide who needs to be involved
- Identify action items and timeframe
- Define requirements
- Determine vendors to consider:
    - Centra
    - Interwise
    - Siebel ERM
    - Webex
    - Others….
- Develop Business Case